



THE COUNTY OF KAUA'I

DEREK S. K. KAWAKAMI, MAYOR

MICHAEL A. DAHILIG, MANAGING DIRECTOR

News Release

For Immediate Release: May 20, 2020

DEPARTMENT OF FINANCE
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County announces changes in Standard Operating Procedures (SOPs) for Finance Department

The County of Kaua'i Finance Department announces the following County-related changes in Standard Operating Procedures (SOPs) in order to provide for the health, safety, and welfare of the people of Kaua'i from the potential spread of the novel coronavirus (COVID-19).

Effective June 1, 2020, the Real Property Division (Assessments and Collections) will reopen to the public. Hours of operation are from 7 a.m. to 5 p.m., Monday to Thursday and closed Fridays.

The health and safety of the community and our associates has been and remains our primary focus. **SOCIAL DISTANCING GUIDELINES WILL BE ENFORCED AND MASKS WILL BE REQUIRED FOR ENTRY AND SERVICE.**

Real Property Assessments (RPA)

The County Real Property Assessment Office will be accessible to the community by APPOINTMENT ONLY. Appointment scheduling will commence on Thursday, May 21, 2020.

To schedule an appointment, please call 241-4224 and select option 2, Monday through Thursday, from 6:45 a.m. to 5:30 p.m. If prompted to leave a voicemail, please include contact information, parcel ID # or property address, and the reason for an appointment. We will return your call within two business days.



As a reminder, the County of Kaua'i has granted a one-time reinstatement of the Additional Home Exemption Relating to Owner-Occupants' Income or Very Low Income Tax Credit for taxpayers who were approved in the 2020 Assessment Year. Taxpayers approved for this exemption or tax credit for the 2020 Assessment Year are not required to re-apply for the 2021 Assessment Year. Only if your income has decreased substantially, should you consider re-applying for the Very Low Income Tax Credit for the 2021 Assessment Year with your 2019 income tax returns.

We will continue to accept all documents through the drop box located to the right of the glass doors at the Kapule building. Documents can also be submitted by mail to Real Property Assessment Division at 4444 Rice St., Suite A454, Līhu'e HI 96766 or emailed to rpassessment@kauai.gov.

Real Property Collections (RPC)

No appointments are necessary to visit RPC. The Public is highly encouraged to submit Real Property tax payments via the free online service at: www.kauai.gov/paypropertytax or at the drop box located outside Kapule Building. Access to the Kapule lobby will be limited in order to adhere to social distancing guidelines so the remote payment options described above are preferred. Those desiring to physically visit the office are advised that they run the risk of long wait times due to scheduled appointments for MVR, DL, RPA, and Planning as there will be no more than 10 people allowed in the lobby at all times. You can contact RPC by phone at 241-4272 or by email at rpc@kauai.gov.



Photo caption: Department of Motor Vehicles services will be available to the community by APPOINTMENT ONLY. To make an appointment, please visit <https://kauaidmvappt.cxmflow.com/>.



Photo caption: Appointment scheduling with Real Property Assessment will commence on Thursday, May 21, 2020. To schedule an appointment, please call 241-4224 and select option 2, Monday through Thursday, from 6:45 a.m. to 5:30 p.m. If prompted to leave a voicemail, please include contact information, parcel ID # or property address, and the reason for an appointment. We will return your call within two business days.



Photo caption: Vehicle Registration Licensing Manager Jeremy Lee (right) assists customers on Wednesday.



Photo caption: Social distancing guidelines will be enforced and masks will be required for entry and service.

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